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SARDAR PATEL UNIVERSITY
B.B.A. (HON) TTM (4 Years) EXAMINATION
SEMESTER-VII
SATURDAY, 25th NOVEMBER 2017
10.00 A.M TO 12.00 P.M
UM07EBBT02
FRONT OFFICE MANAGEMENT

SEAT No. _____

TOTAL MARKS: 60

Note: 1. Figures to the right indicate marks of the questions.
2. Answers should be precise and to the point.

Q.1 Define the hotel and Explain about the types of rooms. (15)marks

OR

Q.1 What do you mean by the Classification of Hotels? Explain it.

Q.2 Explain the duties and responsibilities of front office staff. And write down the Front office hierarchy. (15)marks

OR

Q.2 Explain the front office coordination with other departments of hotel.

Q.3 Explain the following terms.. (15)marks

- Foreign currency Handling
- Rack Rate
- Travel agent

OR

Q.3 What do you mean by the credit card handling and forms of payments? Explain it.

Q.4 What do you mean by the check out process? And explain the confirming reservation. (15)marks

OR

Q.4 Explain the following terms..

- Check in process for group arrival
- Packages offered by the hotels

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